# GOVERNMENT OF INDIA
# EXTERNAL AFFAIRS
# LOK SABHA

UNSTARRED QUESTION NO:5179
ANSWERED ON:05.04.2017
Students Registered under Madad
Kesineni Shri Srinivas

**Will the Minister of EXTERNAL AFFAIRS be pleased to state:**

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the number of grievances of students registered in the newly launched "Madad" portal; and

(b) whether the visa documentation process collects details such as purpose of visit, duration of stay, college and course details of any student leaving the country and if so, the details thereof?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) The Ministry of External Affairs launched an online Consular Grievances Monitoring System 'MADAD', on 21 February 2015 to register and address grievances faced by Indian nationals abroad. MADAD enables Indian students abroad to register consular grievances which are addressed by Indian Missions abroad.

Ministry and Indian Missions/Consulates abroad also receive grievances directly from Indian students abroad. These are addressed promptly in coordination with the foreign governments, foreign educational institutions and other stakeholders.

Within MADAD, a portal for voluntary registration of Indian students abroad was launched in July 2016. The student registration data will enable Indian Missions and the Ministry to understand issues they face and contact them in times of distress.

(b) Indian students going abroad for education have to apply to foreign Embassies in India for a student visa. Since visa is the sovereign right of a foreign country, requirements of information to be submitted as part of visa documentation, are determined by foreign governments. Detailed information about visa documentation is therefore not available with this Ministry.